California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2020
Reporting Unit Type:	Total Company	Reporting Unit N	Name:	Total Company - Consolidated Communications	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			0 2nd Quarter			0 3rd Quarter			0 4th Quarter			
			1st Quarter Jan Feb Mar			Apr	Mav	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Total # of business days	- Cuii	. 0.0	mui	7 40.	····ay	- Cun	- Jui	7.03	ООР			
Installation Inter		Total # of service orders												
Min. standard = 5	bus. days	Avg. # of business days												
		Total # of installation commitments												
Installation Com	mitment	Total # of installation commitment met												1
	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	14.237	12,506	12,369									
Customer Troub	le Report			,	,									
		Total # of working lines	21,002	18,601	18,422					İ		İ		1
	6% (6 per 100 working lines for	Total # of trouble reports	240	158	232									
9	units w/ ≥ 3,000 lines)	% of trouble reports	1.14%	0.85%	1.26%									
ıdaı	/	Total # of working lines												
草	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	Total # of trouble reports					+						1	
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	I	Total # of outage report tickets	0	0	1									
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
Min. standard = 9		Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40									
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	12:52:40									
		Total # of outage report tickets	21	19	12									
Unadjusted		Total # of repair tickets restored in < 24hrs	10	7	6									
Out of Service Report Refunds		% of repair tickets restored ≤ 24 Hours	47.6%	36.8%	50.0%									
		Sum of the duration of all outages (hh:mm)	737:51:13	0:00:00	612:48:21									
		Avg. outage duration (hh:mm)	35:08:09	0:00:00	51:04:02									
		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -					İ		İ		1
Answer Time (Tro	puble Reports, Billing & Non-Billing)													1
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	14,731	12,236	16,785									1
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent	850,195	331,119	4,816,455									
	- '	%<_60 seconds	77.6%	87.2%	45.4%									

Primary Utility Contact Information

Name: Julie Poon	Phone: 916-786-1034	Email: julie.poon@consolidated.com
	Phone: 916-786-1034	Email: julie.poon@consolidated.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#: <u>U-1015-C</u>	Report Year: 2020
Reporting Unit Type:	Total Company	Reporting Unit Name:	Citrus Heights - 72G

	Measurement (Compile	monthly, file quarterly)		Date filed (05/15/2020)										
		,, ,,,		1st Quarter			2nd Quarter			3rd Quarter		4th Quarter		
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interv		Total # of business days Total # of service orders												
Min. standard = 5 b	bus. days	Avg. # of business days												
		Avg. # or business days Total # of installation commitments												
Installation Comn		Total # of installation commitment met												
	nitment 5% commitment met	Total # of installation commitment met Total # of installation commitment missed												
IVIIII. Stariuaru = 93	3/8 COMMINIUMENT MET	% of commitment met												
		70 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.573	3,938	3,888									
Customers Customer Trouble		Acct # for voice or bundle, res+bus	4,5/3	3,938	3,888									
Customer i roubi	е кероп	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports	5,946		5,116									
	units w/ ≥ 3,000 lines)	Total # of trouble reports	109	53	60									
Min. Standard		% of trouble reports	1.83%	1.02%	1.17%									
	00/ (0 100 1 1 1	Total # of working lines												
	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
for units w/ ≤ 1,000 lines)		% of trouble reports												
		Total # of outage report tickets	0	0	1									
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1									
Out of Service Re	anort	% of repair tickets restored ≤ 24 Hours	100%	0.0%	100%									
Min. standard = 90		Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40									
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	12:52:40									
		Total # of outage report tickets	16		12.32.40		<u> </u>		+				 	
Unadjusted		Total # of repair tickets restored in < 24hrs	10	14	2									
Out of Service Re	enort	% of repair tickets restored ≤ 24 Hours	37.5%	35.7%	50%									
out of our riso report		Sum of the duration of all outages (hh:mm)	608:10:48		227:02:43									
		Avg. outage duration (hh:mm)	38:00:40	0:00:00	56:45:41				1					
Refunds		Number of customers who received refunds	36.00.40	0.00.00	0.45.41				1					
		Monthly amount of refunds	\$ (48,68)	\$ (26.28)	\$ -		+							
Answer Time (Tro	uble Reports, Billing & Non-Billing)	monthly difficult of foldings	ψ (40.00)	\$ (20.26)	Ψ -		<u> </u>		+					
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					1	1	+	1			1	
	nu option to reach live agent).	Total # of call seconds to reach live agent							1					
agork (wa mei	to rodon are agent).	%<60 seconds	*NOTE: Ans	wer Time is not available	at switch level	*NOTE: Ar	swer Time is not available	at switch level	*NOTE: A	iswer Time is not available	at switch level	*NOTE: An	swer Time is not available	at switch level
							1	1				1		

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California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2020
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Na		Roseville - 78G	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			0			0			0			
			1st Quarter			2nd Quarter			3rd Quarter		4th Quarter			
		I=	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interv	ral	Total # of business days												
Min. standard = 5	bus, davs	Total # of service orders												
		Avg. # of business days												
		Total # of installation commitments												
Installation Comn		Total # of installation commitment met												
Min. standard = 95	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	9,664	8,567	8,481									
Customer Trouble	e Report													
	COV (C 100 di li 1	Total # of working lines	15,056	13,426	13,305									
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	131	105	172									
밑	units w/ ≥ 3,000 lines)	% of trouble reports	0.87%	0.78%	1.29%									
ğ	20/ (0 100	Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
e E	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	101 di ilio w/ 2 1,000 iii103/	% of trouble reports												
		Total # of outage report tickets	0	0	0									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00											
		Avg. outage duration (hh:mm)	0:00:00											
		Total # of outage report tickets	5	5	8									
Unadjusted		Total # of repair tickets restored in < 24hrs	4	2	4									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	80.0%	40.0%	50.0%									
		Sum of the duration of all outages (hh:mm)	129:40:25	0:00:00	385:45:38									
		Avg. outage duration (hh:mm)	25:56:05	0:00:00	48:13:12									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -									Ì
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					•	•		•	•		•	
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent										*NOTE: A	nswer Time is n	ot availabl
		%<60 seconds	*NOTE: Answ	ver Time is not available	at switch level	*NOTE: Answer Time is not available at switch level		*NOTE: Answer Time is not available at switch leve		switch level				

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